

News from the Illinois Commerce Commission

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ICC WEBSITE OFFERS NEW CONSUMER INFORMATION ON ELECTRIC RATE CHANGES, ENERGY EFFICIENCY

Energy consumers who have questions about changes in electric rates, utility phase in plans or real time pricing can find the information on the Illinois Commerce Commission's website at <http://www.icc.illinois.gov/consumer/>

The Consumer Services section of the website has been redesigned and moved front and center on the main page to provide easier access to consumers on energy, water/ sewer and transportation information, administrative rules on utility service and complaint forms.

A banner on the far right side of the front page allows quick access to information about electricity deregulation, including an explanation of the end of the electric deregulation transition period, new bill formats and terms of electric rate phase in programs offered by ComEd and the Ameren companies, AmerenCILCO, AmerenCIPS and AmerenIP. Additional information is available on controlling energy bills through energy efficiency and conservation with links to local, state and utility websites. The site also offers information on energy assistance.

The Consumer site includes lists of certified electric suppliers and alternative gas suppliers for those commercial customers or residential natural gas customers who may want to investigate an alternative energy provider. Only one company has been certified to offer competitive service to residential customers, and the company is not marketing to customers as yet.

Customers wishing to file a complaint about a billing or service issues can do so from the website or may call the Consumer Service toll free telephone number, 1-800-524-0795.

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